

Highlights

[The Power of Saying No](#)
[Elder Law Answers](#)
[How to Choose a Sunscreen](#)
[Dump Those Negative Habits Now](#)
[DesktopSpa](#)
[Listen with Your Heart](#)
[Newspaper Headlines in 2035](#)
[The Power in Praising People](#)
[Nuts to You](#)
[Towards a Paperless Environment](#)
[Spread the Wealth](#)

Work / Life

The Power of Saying No

NAVIGATOR

"No" is such a simple word . . . only two letters. Yet saying "no" out loud is harder for most people than saying, "I'll be glad to . . ." (11 letters) or, "When do you need me to . . ." (17 letters).

Most of us said "no!" quite well when we were 2. After all, it's the 2-year-old's job to say "no." The authority figures in our lives at the time, our parents, expected us to say "no." And it is because of "no" that the year is known as the Terrible Two's.

Many of us grow up to be people-pleasers. The word "no" drops out of our vocabulary, and we substitute lots of ways to be agreeable and keep the other person happy. Saying "no" to the authority figures is not expected. And underneath it all, we believe that saying "no" can cost us a lot in our adult life.

The Unassertive "No" . . .

. . . is accompanied by weak excuses and rationalizations. If you lack confidence when you say "no," you may think that you need to support your "no" with lots of reasons to convince the other person that you mean it.

You might even make up an excuse to support your "no." This can backfire if the lie is exposed, and again, you will sound ineffective because you need to have an excuse to support your stand.

The Aggressive "No" . . .

. . . is done with contempt. "Are you kidding? Me, get your mail while you're out of town?" Sometimes the aggressive "no" includes an attack on the person making the request. "You must be crazy. I couldn't take on a project that unimportant."

The Assertive "No" . . .

. . . is simple and direct. "No, I won't be able to help with that." If you would like to offer an explanation, make it short and simple. "No, I won't be able to help with that. I've already made a commitment for Friday afternoon."

Strategies To Make the Assertive "No" Easier

1. When someone makes a request, it is always okay to *ask for time to think it over*. In thinking it over, remind yourself that the decision is entirely up to you.
2. Use your nonverbal assertiveness to underline the "no." Make sure that your voice is firm and direct. Look into the person's eyes as you say "no." Shake your head "no" as you say "no."
3. Remember that "no" is an honorable response. If you decide that "no" is the answer that you prefer to give, then it is authentic and honest for you to say "no."

4. If you say "yes" when you want to say "no," you will feel resentful throughout whatever you agreed to do. This costs you energy and discomfort and is not necessary if you just say "no" when you need to.
5. If you are saying "no" to someone whom you would help under different circumstances, use an empathic response to ease the rejection. For example, to your friend who needs you to keep her child while she goes to the doctor, you might say, "No, Susie, I can't keep Billie for you. I know it must be hard for you to find someone at that time of day, but I have already made lunch plans and I won't be able to help you."
6. Start your sentence with the word "no." It's easier to keep the commitment to say "no" if it's the first word out of your mouth.

Practicing for the World Series

Let's look at some daily ways you can practice saying "no" so that it comes more naturally to you. Paulette Dale suggests some simple ways to practice saying "no" in her book *Did You Say Something, Susan?* Here are some of her suggestions:

Say “no”

- to the clerk who wants to write your phone number down;
- when you return something to the store;
- to the telemarketer who disturbs your dinner;
- to the perfume demonstrator at the department store;
- to your friend’s pets when they jump on you;
- to the secretary who answers the phone and asks if you mind if she puts you on hold.

Make it a project to say “no” to something every day.

When you do, notice it and give yourself credit for practicing saying such an important two-letter word.

(Source: Linda D Tillman, PhD, a clinical psychologist and coach.
<http://www.speakupforyourself.com>)

WEB SITE PICKS

ElderLawAnswers.com

Legal Help for Seniors and Families

Founder Harry S. Margolis says that ElderLawAnswers.com “provides consumers with easily accessible and reliable information on legal issues facing seniors and their families, along with a directory of more than 215 of the leading elder law attorneys nationwide.” Topics include long-term care, Medicare and Medicaid, estate planning, retirement living, social security, and more.

YOUR HEALTH

How To Choose a Sunscreen

Here is the first chart we have ever run across that tells us what SPF protection we need depending on our skin type. Now you can find out which sunscreen to use if you are a slightly dark African American or an African American with darker skin, and how to prevent burning if you are fair with a moderate amount of freckling, as opposed to fair with a light tan.

We are all so different: prevent premature aging, wrinkling, and drying skin by finding out which SPF is best for you.

People burn at different rates, even within the same skin type, so you must decide if you are more or less sensitive to sunlight exposure and take appropriate measures.

To be on the safe side, always reduce by half the stated protection on any product (for instance, if a product says it has an SPF of 8, only count on its being a 4. If you need an 8, get a 16.)

This chart will give you the recommended SPF for your skin color.

SKIN COLOR:

Albino—Tan type: none. Red sunburn with pain, swelling and peeling. SPF 50.

White—Tan type: as above. Great risk of freckles. SPF 50.

Fair—Tan type: very light after minor pink or red burns. Some risk of freckles. SPF 30.

Fair—Tan type: light. Slight risk of freckles. SPF 30.

Slightly dark—Tan type: dark. SPF 30.

Slightly dark—Tan type: dark, with less risk of sunburn. SPF 15–20.

Dark—Tan type: very dark. SPF 8–15.

Black—Tan type: black. SPF 8.

(Source: Adapted from *Anti-Wrinkle Treatments for Perfect Skin* by Pierre Jean Cousin (Storey Books, 2001). Copyright 2001 by Pierre Jean Cousin. Reprinted by permission of Storey Books. Reproduced at <http://www.Care2.com>)

HUMOR

Sports Commentators and Quotations from *The World of Soccer Broadcasting*.

1. Well, it’s Liverpool two, Ipswich nil, and if the score stays this way, I’ve got to fancy Liverpool for the win.
2. He had an eternity to play that ball but took too long.
3. And so they have not been able to improve on their 100-percent record.
4. With the last kick of the game, he scored with a header.
5. Well, it’s a fabulous kaleidoscope of color: almost all the Brazilians are wearing yellow shirts.
6. If that had gone in, it would definitely have been a goal.
7. Their manager, Howard Wilkinson, isn’t here today, which strongly suggests that he may be elsewhere.
8. I am a firm believer that if one team scores a goal, the other needs to score two to win.
9. If a team scores early on, it often takes an early lead.
10. You cannot possibly have counted the number of passes made, but there were eight.

In three words I can sum up everything I’ve learned about life: “It goes on.”

—Robert Frost

MAKING A DIFFERENCE

Dump Those Negative Habits Now!

If you want to distance yourself from the masses and enjoy a rich and unique lifestyle, understand this—your habits will determine your future.

The fact is, if you keep on doing things a certain way, you will get a predictable result. That’s the simple law of cause and effect. Successful habits create positive rewards. Negative habits breed negative consequences.

If you want to enjoy longevity, you must have healthy habits. If you are in the habit of starving your most important relationships of time, energy, and love, how can you expect a happy outcome? If you spend money on the fly or don’t save any money, your bad habits will lead you to a never-ending cycle of work.

Shift yourself out of your bad habits. Fortunately, you can jump from this bad-habits path anytime you want. It’s a very simple process—it just takes some applied focus.

Here’s the step-by-step process I recommend:

- Clearly identify your bad or unproductive habits. Write them down.
- Be specific.
- Remember to consider the long-term consequences should you continue in this bad habit. As an example, a couple of cigarettes a day may not seem like much, but after 10 years, the buildup of having smoked 7,300 cigarettes remains in your system.
- Consider habits at home, in your communications and relations with others, at work, in your driving habits, in your free time, and in matters related to your physical, emotional, and spiritual health.
- Be totally honest.

Define your new successful habit and visualize its results in your life.

Your new habit is usually the simple opposite of your bad habit. To motivate yourself, think about all the benefits of and rewards for adopting your new, successful habit. The more vividly you describe the benefits and create the picture in your mind, the more likely you are to take action.

Create a three-part action plan.

For every bad habit, there are at least 15 action steps you can take to help you stop. Put some time into this and think about it—it’s easy to come up with action steps, but they have to be YOUR action steps that you know are within your reach. As an example, if you want to stop smoking, hypnosis therapy may be more preferable than a nicotine patch. Don’t list action steps that you know in your heart you won’t do.

For the next three weeks, schedule these action steps into your day. If you know you want to start exercising three times a week, schedule it now in your appointment book. If you want to start reading uplifting books, schedule an hour in your daily schedule and make plans now as to where you will read without interruption. Whatever the new habit, work it into your schedule for the month ahead as most habits—even the very ugliest ones—can be completely repatterned in this short timeframe.

Then, take action! Start with one habit that you really want to change. Focus on your three immediate steps and put them into action. Do it now. Remember, nothing will change until YOU do.

(Source: Mark Victor Hansen, co-author of the *Chicken Soup for the Soul* series)

STRESS MANAGEMENT

New for NASA Headquarters Employees: DesktopSpa—An Online Wellness Center

Feeling pressured? Why not set aside that report for a few minutes and escape with one of a number of 2- to 6-minute audio and video “mini vacations” using guided imagery, conscious breathing, stretching, tai chi, yoga, acupressure, and meditation.

Experience “mini spas” to relieve anxiety, stress, eyestrain, and wrist and hand pain; to boost confidence, self-esteem, energy, concentration, general wellness, and weight loss; and to aid in quitting smoking.

Available anytime at your desk. Make stress management and wellness a regular part of your day!

Cosponsored by the Career Management Office’s Work/Life Program and the Headquarters Occupational Health Office. Employees may sign up for a FREE 1-year subscription. Contact Evelin Saxinger, 358-1311 or esaxinge@hq.nasa.gov, for details on how to register or take a demonstration tour.

(<http://www.desktopspa.com>)

INSPIRATION

Listen with Your Heart

Erma Bombeck once said, “It seems rather incongruous that in a society of super sophisticated communication, we often suffer from a shortage of listeners.” Perhaps that is because many of us suffer from what communicator Nido Qubein terms “agenda anxiety”—the feeling that what we want to say to others is more important than what they might want to say to us. Sometimes we try to impress rather than express, not realizing that too monologues do not make a dialogue.

Relationships work when communication works. And communication works when we

listen as well as speak; when we relate from the heart as well as the head.

Here are five principles of “heart” communication:

- Hear and understand me.
- Even if you disagree, please don’t make me wrong.
- Acknowledge the greatness within me.
- Remember to look for my loving intentions.
- Tell me the truth with compassion.

The quality of your life will be largely determined by the quality of your relationships. And it is only with your heart that you will communicate in ways that matter.

(Source: Copyright 2001 by Steve Goodier)

FOOD FOR THOUGHT

Newspaper Stories in the Year 2035:

Ozone created by electric cars now killing millions in the seventh largest country in the world, California.

White minorities still trying to have English recognized as California’s third language.

Spotted owl plague threatens northwestern United States crops & livestock.

Baby conceived naturally . . . scientists stumped.

Authentic year 2000 “chad” sells at Sotheby’s for \$4.6 million.

Last remaining Fundamentalist Muslim dies in the American Territory of the Middle East (formerly known as Iran, Afghanistan, Syria, and Lebanon).

Iraq still closed off; physicists estimate it will take at least 10 more years before radioactivity decreases to safe levels.

Castro finally dies at age 112; Cuban cigars can now be imported legally, but President Chelsea Clinton has banned all smoking.

George Z. Bush says he will run for President in 2036.

Postal Service raises price of first-class stamp to \$17.89 and reduces mail delivery to Wednesday only.

Thirty-five-year study: diet and exercise are the keys to weight loss.

Massachusetts executes last remaining conservative.

Supreme Court rules that punishment of criminals violates their civil rights.

Upcoming NFL draft likely to focus on use of mutants.

Average height of NBA players now 9’7”.

Microsoft announces that it has perfected its newest version of Windows so it crashes BEFORE installation is completed.

New federal law requires that all nail clippers, screwdrivers, flyswatters, and rolled-up newspapers must be registered by January 2036.

Congress authorizes direct deposit of illegal political contributions to campaign accounts.

IRS sets lowest tax rate at 75 percent.

Florida Democrats still don’t know how to use a voting machine.

WORDS OF WISDOM

The Power in Praising People

One of the keys to success is to have successful relationships. We are not islands, and we don’t get to the top by ourselves. And one of the key ways to grow successful in our relationships is to be “life-giving” people to others. We either give life to or take life from every person we meet. You know what I mean. There are people who encourage you, and when you are done being with them, you feel built-up. Then there are others who make you feel torn-down. Successful people are people who have mastered the art of building others up.

One of the ways we build people up is to praise them. There is power in praising people! Something begins to happen in them, in you, and in your relationship when you praise someone. Remember a time when someone told you something about yourself in a praising manner? It was great, wasn’t it? You probably liked that person more after they praised you, didn’t you? Now I am not talking about praising people for the sake of praising people. I am talking about honestly looking for and praising positive character traits and actions of others around you. Don’t lie to people. If they have done something wrong, correct it, but when they do something right, praise it!

With that said, here are benefits of and ways to start praising people.

Benefits

- Your relationship grows. Life is about relationships. Family relationships, friends, and coworkers. When we begin to praise people for their positive aspects, our relationships grow. It puts them, and us, on the fast track.
- Your leadership and influence grow. Who is going to have greater leadership and influence capacity in the lives of their followers, the one who tears down or the one who builds up?
- You gain stronger relationships and loyalty. When people are appreciated and praised, they become fiercely loyal because they know that you care for them, love them, and appreciate them. This will take you to success.
- Those around you become happier, more fulfilled people. I truly believe that it is our

job to build others up and that they need it. It is a good thing, in and of itself, to invest in the lives of others by praising and encouraging them. Even if we never get anything in return, building up others is the right thing to do. Someone else will always come along to tear them down; the successful person will instill in them the power of praise!

Some Ways To Praise

- **Character traits.**
Is there someone you know who is joyful? Hard-working? Honest? Then let them know how much you appreciate that in them. You can do it with a word, a card, or a phone call. Say something like this, "You know, Tom, I think it is great that you are such a hard worker. It seems like you are always the first one here and the last one to leave. You really set a good example, and I want you to know how much I appreciate that." Simple!
- **Action.**
Same idea as above. "Sue, I don't know if anybody else has told you this, but your work on the Johnson account was excellent. You have a wonderful ability to communicate the vision of the project and that helps all of the rest of us out in our roles and tasks. Thanks for that. It is greatly appreciated."
- **Other ways you can show praise and appreciation is with a card, a gift, or time off from work.** Make it your goal to praise at least 5 people a day. If you can, praise 10 people a day. Or perhaps you can try to praise everyone with whom you come in contact. It is possible. It just takes discipline and a little work.

Any way you cut it, there is power in praising people. First for them, then for you!

(Source: Chris Widener, a popular speaker and writer as well as the President of Made for Success and Extraordinary Leaders. <http://www.madeforsuccess.com> and <http://www.extraordinaryleaders.com>. Copyright 2003 by Made for Success. Used by permission. All rights reserved worldwide.)

"When you focus on what might have been, it gets in the way of what can be."

—Patricia Fripp

NUTRITION

Nuts to You!

Dietary nut intake is associated with a reduced risk of sudden cardiac death, possibly because 100 grams of nuts a day reduces cholesterol and contains vitamin E and fiber, among other beneficial nutrients. (A hundred grams is equivalent in size to about a fistful of food.)

Almonds, pecans, macadamia nuts, and walnuts are excellent choices. Walnuts even contain omega-3 essential fatty acids.

Of course nuts are also high in fat, so it's not a good idea to overconsume such foods unless you are the rare American who would like to gain some pounds. Even if you gain weight from consuming nuts, your cholesterol levels will decrease significantly.

The monounsaturated fat contained in most nuts also helps to prevent blood clots that lead to heart attack or stroke.

Components of nuts may even have an anti-arrhythmic property. So if you have any arrhythmia, consider adding a daily handful of nuts to your diet. (Try to get fresh, organic sources—preferably purchased in their protective shells to avoid rancidity.)

(Source: *Archives of Internal Medicine* 2002 Jun 24; 162 (12): 1382–1387; *American Journal of Clinical Nutrition* 2002, 76 (5): 1000–1006). Excerpted by Betty Kamen, Ph.D., and Dr. Michael Rosenbaum, M.D. <http://www.bettykamen.com>)

WORK-LIFE BALANCE

Towards a Paperless Environment

Don't you find it interesting that we are going wireless before we go paperless? Especially since paper has been around so much longer than wires and wires are mostly invisible to us anyway. I don't feel encumbered by wires, but I certainly do by paper.

Recently, I have started looking at all the paper in my life. Although I doubt we will ever go completely paperless, we can certainly move towards a less-paper environment! Here are some suggestions to help you out.

1. Operating Manuals and User Guides.

Many of the operating manuals and user guides for the equipment you own are available online in PDF format. I recently brought approximately 12 inches of manuals that were stored in a file drawer down to less than 2 inches. Some manuals were readily available for download on the company's Web site. Many were sent to me after an e-mail request with the appropriate model number. After I exhausted the online resources, I scanned some others in order to eliminate the paper. (You need special software to save the scanned documents as Microsoft Word files. I tried doing it as a picture, but the files were way too big).

2. Keep a Master Information List.

Sometimes we hang on to a piece of paper that has a name or other contact information that we may decide we need later. Start a file in your word processor to keep only the pertinent information and discard the original. (For example, contact John Doe, phone number, e-mail if interested in pursuing opportunity to xxx.)

3. Create a Business Card File.

I kept coming across business cards that I

didn't feel comfortable tossing, so I created a file in Word with the following columns: Name (Last, First), Category, Phone Numbers, Other Info. Now I have a place to keep the information from the cards, so that I can throw the cards out.

4. Use the 80/20 Rule.

If you haven't looked at it in 3 months, you probably never will. Eighty percent of the paper we keep we never look at again. Try to ask yourself for EACH piece of paper, "Is this the 80 or the 20?"

5. If You Create Folders, Put a Date on the Label.

Pick a date in the future (example, 1 year from today). When you come across that file in a year, you can probably automatically toss it. At the very least, go through it, toss what you can, and put another new date on it, 1 year from that date. This will give you a system to keep the piles at a minimum.

6. Back Up!

As you start depending on your computer more and more, don't forget to back up your data. Save copies to disk or CDs on a regular basis. Think of it as insurance. Knowing you have a backup can provide even greater peace of mind than having stacks of paper copies.

(Source: *The 3-Minute Coach*, Louise Morganti Kaelin, a Life Success Coach <http://touchpointcoaching.com>)

FINANCES

Spread the Wealth

Do you have multiple beneficiaries for your IRA? If so, you're probably better off establishing separate accounts.

Suppose you have a \$600,000 IRA and you have named your three children, Mary, Mona, and Jack, as beneficiaries. Instead, divide your IRA into three \$200,000 IRAs, each with a single child as beneficiary. With this strategy, each individual beneficiary will maintain and manage his or her inherited account after your death. (The accounts must be kept in your name, as deceased owner.)

Thus, each child will have more control over the pace of IRA distributions. The minimum payout will be unique for each account, to the benefit of younger children.

(Source: *Retirement & Financial Planning Report*, published by FEDweek)

Questions, comments to:

Evelin Saxinger, Work/Life Program Manager, esaxinge@hq.nasa.gov or 358-1311

An online version of this newsletter may be found at <http://www.hq.nasa.gov/office/codec/cc/navig-6.pdf>